

September 26, 2013

**via ECFS**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

**Re: Connect America Fund, Phase I Round 2 ("CAF");  
WC Docket No. 10-90;  
Shenandoah Cable Television, LLC;  
Challenge to Frontier Communications ("Frontier")  
Elections for 138 census blocks in West Virginia**

Dear Mrs. Dortch:

Shenandoah Cable Television, LLC ("Shentel") submits this letter to challenge Frontier's election to receive CAF funding in areas that we serve. Consistent with the Commission's goals, CAF support should not be available to fund overbuilds of areas that are already served.<sup>1</sup>

**Background.** On August 20, 2013, Frontier submitted a letter to the FCC with a list of census blocks where it proposes to deploy broadband-capable infrastructure with CAF support.<sup>2</sup> The Commission required carriers to make their elections based on the areas shown as unserved on the then-current version of the National Broadband Map ("Map").<sup>3</sup> The Map, however, incorrectly identified as unserved the 138 census blocks listed on Exhibit A.

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<sup>1</sup> *In the Matter of Connect America Fund*, Report and Order, 28 FCC Rcd 7766 ¶ 28 (rel. May 22, 2013) ("CAF Challenge Order") (concluding that the challenge process will "improve the accuracy and efficacy of a second round of Phase I support, allowing support to be appropriately targeted to unserved areas consistent with [the Commission's] overarching goals for Phase I."); *see also, In the Matter of Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing an Unified Inter-carrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform -- Mobility Fund*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663 ¶ 20 (2011) ("The CAF will help make broadband available to homes, businesses, and community anchor institutions that do not, or would not otherwise, have broadband ... [and] will rely on incentive-based, market-driven policies, including competitive bidding, to distribute universal service funds as efficiently and effectively as possible.").

<sup>2</sup> Letter re: Election of 2013 CAF Support, WC Docket No. 10-90, from Michael Golob, Senior Vice President, Engineering and Technology, Frontier Communications to Marlene Dortch, Secretary, Federal Communications Commission (August 20, 2013) (available via Electronic Comment Filing System) ("Frontier Election Letter").

<sup>3</sup> 47 CFR § 54.312(c)(5); CAF Challenge Order ¶ 29.

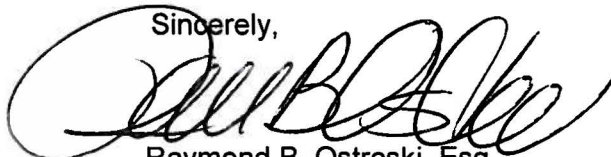
**Challenge.** Accordingly, we submit this challenge to show that the census blocks on Exhibit A are in fact served by an unsubsidized provider—Shentel—with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.<sup>4</sup>

**Documented Evidence in Support of Challenge.** In support of our challenge, we submit the following documented evidence<sup>5</sup>:

- Exhibit A: A listing of the census blocks served by Shentel as well as the speeds offered in those areas.
- Exhibit B: A signed certification from Shentel's Vice President of Wireline and Engineering under penalty of perjury that Shentel offers 3 Mbps/768 kbps fixed Internet service to customers in each of the census blocks listed on Exhibit A.<sup>6</sup>
- Exhibit C: Customer bills (redacted to preserve customer privacy), identifying the census block each customer resides in as well as the advertised speed tier the customer subscribes to.<sup>7</sup>
- Exhibit D: Maps showing the overlap of Shentel's coverage area (in green) and the census blocks identified on Exhibit A (in red).

**Conclusion.** Accordingly, Shentel serves the census blocks listed on Exhibit A with fixed Internet access with speeds of 3 Mbps/768 kbps or greater. The Bureau should deem these blocks as served for purposes of CAF Phase and determine that Frontier cannot meet its build-out obligations under CAF Phase I by deploying to these blocks.<sup>8</sup>

Sincerely,



Raymond B. Ostroski, Esq.  
Vice President and General Counsel

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<sup>4</sup> 47 CFR § 54.312(c)(7); CAF Challenge Order ¶ 32 (allowing challengers to demonstrate that the block is in fact served by fixed Internet access with speeds of 3 Mbps/768 kbps).

<sup>5</sup> CAF Challenge Order ¶ 33 (requiring all filings in the challenge process to be supported by documented evidence).

<sup>6</sup> *Id.* (citing an officer's certification as evidence the Bureau may consider in a challenge).

<sup>7</sup> *Id.* (citing redacted customer billing records as evidence the Bureau may consider in a challenge).

<sup>8</sup> 47 CFR § 54.312(c)(7) (if the Bureau determines that the "evidence presented makes it more likely than not that the census block should be designated as served by broadband with speeds of at least 3 Mbps downstream and 768 kbps upstream," the locations in that block will be treated as served and therefore ineligible to be counted towards the carrier's deployment obligations).

**Exhibit A**  
**Census Blocks Served by Shentel**

Shentel serves each census block below with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.

**Incorrectly designated as unserved.**

<b>FIPS</b>	<b>County</b>	<b>State</b>	<b>DN Speed</b>	<b>UP Speed</b>	<b>Submitted By</b>
540679503001030	Nicholas	WV	9	7	Street
540679503001039	Nicholas	WV	9	7	Block
540679503001065	Nicholas	WV	9	7	Street
540679503001085	Nicholas	WV	9	7	Block
540479538001023	McDowell	WV	9	7	Street
540479538003044	McDowell	WV	9	7	Street
540479538003050	McDowell	WV	9	7	Block
540479538004058	McDowell	WV	9	7	Street
540479545041019	McDowell	WV	9	7	Block
540479545041023	McDowell	WV	9	7	Street
540759602004035	Pocahontas	WV	5	3	Block
540759602004048	Pocahontas	WV	5	3	Street
540759602004054	Pocahontas	WV	5	3	Block
540759602004063	Pocahontas	WV	5	3	Block
540759602004133	Pocahontas	WV	5	3	Block
540759602004134	Pocahontas	WV	5	3	Block
540759603001019	Pocahontas	WV	5	3	Street
540759603001020	Pocahontas	WV	5	3	Block
540759603001021	Pocahontas	WV	5	3	Block
540759603001022	Pocahontas	WV	5	3	Block
540759603001023	Pocahontas	WV	5	3	Block
540759603001024	Pocahontas	WV	5	3	Block
540759603001025	Pocahontas	WV	5	3	Block
540759603001038	Pocahontas	WV	5	3	Block
540759603001039	Pocahontas	WV	5	3	Block
540759603001040	Pocahontas	WV	5	3	Block
540759603001054	Pocahontas	WV	5	3	Block
540759603001059	Pocahontas	WV	5	3	Block
540759603001060	Pocahontas	WV	5	3	Block
540759603001061	Pocahontas	WV	5	3	Block
540759603001062	Pocahontas	WV	5	3	Street
540759603001063	Pocahontas	WV	5	3	Block
540759603001082	Pocahontas	WV	5	3	Block
540759603001095	Pocahontas	WV	5	3	Block



**Exhibit A - Continued  
Census Blocks Served by Shentel**

<b>FIPS</b>	<b>County</b>	<b>State</b>	<b>DN Speed</b>	<b>UP Speed</b>	<b>Submitted By</b>
540759603001098	Pocahontas	WV	5	3	Block
540759603001099	Pocahontas	WV	5	3	Block
540759603001101	Pocahontas	WV	5	3	Block
540759603001102	Pocahontas	WV	5	3	Block
540759603001121	Pocahontas	WV	5	3	Block
540759603001122	Pocahontas	WV	5	3	Block
540759603001150	Pocahontas	WV	5	3	Block
540759603001152	Pocahontas	WV	5	3	Block
540759603001159	Pocahontas	WV	5	3	Block
540759603001160	Pocahontas	WV	5	3	Block
540759603001163	Pocahontas	WV	5	3	Block
540759603001166	Pocahontas	WV	5	3	Block
540759603001167	Pocahontas	WV	5	3	Block
540759603001170	Pocahontas	WV	5	3	Block
540759603001172	Pocahontas	WV	5	3	Block
540759603001173	Pocahontas	WV	5	3	Block
540759603001181	Pocahontas	WV	5	3	Block
540759603001182	Pocahontas	WV	5	3	Block
540759603001183	Pocahontas	WV	5	3	Block
540759603001184	Pocahontas	WV	5	3	Block
540759603001185	Pocahontas	WV	5	3	Block
540759603001186	Pocahontas	WV	5	3	Block
540759603001187	Pocahontas	WV	5	3	Block
540759603002000	Pocahontas	WV	5	3	Block
540759603002002	Pocahontas	WV	5	3	Block
540759603002006	Pocahontas	WV	5	3	Block
540759603002007	Pocahontas	WV	5	3	Block
540759603002035	Pocahontas	WV	5	3	Block
540759603002036	Pocahontas	WV	5	3	Block
540759603002037	Pocahontas	WV	5	3	Block
540759603002038	Pocahontas	WV	5	3	Block
540759603002047	Pocahontas	WV	5	3	Block
540759603002049	Pocahontas	WV	5	3	Street
540759603002051	Pocahontas	WV	5	3	Block
540759603002059	Pocahontas	WV	5	3	Block
540759603002061	Pocahontas	WV	5	3	Street
540759603002063	Pocahontas	WV	5	3	Block
540759603002066	Pocahontas	WV	5	3	Block
540759603002072	Pocahontas	WV	5	3	Block
540759603002073	Pocahontas	WV	5	3	Block



**Exhibit A - Continued  
Census Blocks Served by Shentel**

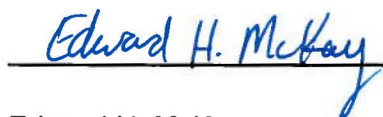
<b>FIPS</b>	<b>County</b>	<b>State</b>	<b>DN Speed</b>	<b>UP Speed</b>	<b>Submitted By</b>
540759603002092	Pocahontas	WV	5	3	Street
540759603002094	Pocahontas	WV	5	3	Block
540759603002096	Pocahontas	WV	5	3	Block
540759603002097	Pocahontas	WV	5	3	Street
540759603002098	Pocahontas	WV	5	3	Block
540759603002101	Pocahontas	WV	5	3	Block
540759603002102	Pocahontas	WV	5	3	Block
540759603002103	Pocahontas	WV	5	3	Block
540759603002104	Pocahontas	WV	5	3	Block
540759603002105	Pocahontas	WV	5	3	Block
540759603002106	Pocahontas	WV	5	3	Block
540759603002109	Pocahontas	WV	5	3	Block
540759603002110	Pocahontas	WV	5	3	Block
540759603002112	Pocahontas	WV	5	3	Block
540759603002113	Pocahontas	WV	5	3	Block
540759603002114	Pocahontas	WV	5	3	Block
540759603002115	Pocahontas	WV	5	3	Block
540759603002116	Pocahontas	WV	5	3	Block
540759603002117	Pocahontas	WV	5	3	Block
540759603002118	Pocahontas	WV	5	3	Block
540759603002119	Pocahontas	WV	5	3	Block
540759603002161	Pocahontas	WV	5	3	Block
540759603002162	Pocahontas	WV	5	3	Block
540759603002163	Pocahontas	WV	5	3	Block
540759603002211	Pocahontas	WV	5	3	Block
540239694003020	Grant	WV	9	7	Block
541090028002030	Wyoming	WV	9	7	Street
541090028002092	Wyoming	WV	9	7	Street
540679506002027	Nicholas	WV	9	7	Street
540679506002041	Nicholas	WV	9	7	Street
540679506002067	Nicholas	WV	9	7	Street
540679506002072	Nicholas	WV	9	7	Street
540330315001081	Harrison	WV	9	7	Street
540330315001087	Harrison	WV	9	7	Street
540330315001088	Harrison	WV	9	7	Street
540679502005065	Nicholas	WV	9	7	Street
540479538003022	McDowell	WV	9	7	Street
540479545031001	McDowell	WV	9	7	Street
540479545031008	McDowell	WV	9	7	Block
540479545031062	McDowell	WV	9	7	Street

**Exhibit A - Continued  
Census Blocks Served by Shentel**

<b>FIPS</b>	<b>County</b>	<b>State</b>	<b>DN Speed</b>	<b>UP Speed</b>	<b>Submitted By</b>
540479545031094	McDowell	WV	9	7	Block
540479545031096	McDowell	WV	9	7	Block
540479545031097	McDowell	WV	9	7	Block
540479545031098	McDowell	WV	9	7	Block
540479545031099	McDowell	WV	9	7	Block
540479545031145	McDowell	WV	9	7	Block
540479545033002	McDowell	WV	9	7	Street
540479545033017	McDowell	WV	9	7	Block
540479545041006	McDowell	WV	9	7	Block
540479545041031	McDowell	WV	9	7	Street
540479545041139	McDowell	WV	9	7	Street
540479545044001	McDowell	WV	9	7	Block
540479545044004	McDowell	WV	9	7	Block
540479545044010	McDowell	WV	9	7	Block
540479545044011	McDowell	WV	9	7	Block
540479545044019	McDowell	WV	9	7	Street
540479545045012	McDowell	WV	9	7	Block
540479545045022	McDowell	WV	9	7	Street
540479545045042	McDowell	WV	9	7	Block
540479545045071	McDowell	WV	9	7	Street
541019703001261	Webster	WV	9	7	Block
541019703001260	Webster	WV	9	7	Street
541019703001273	Webster	WV	9	7	Street
540419672003002	Lewis	WV	9	7	Street

**Exhibit B**  
**Officer's Certification**

1. My name is Edward H. McKay, and I am Vice President of Wireline and Engineering of Shentel. I certify as follows.
2. Shentel offers fixed Internet access with speeds of at least 3 Mbps/768 kbps to customers in the census blocks listed on Exhibit A.
3. I certify under penalty of perjury that the facts contained in this Officer's Certification and in the challenge letter are true and correct to the best of my knowledge, information, and belief.



Edward H. McKay  
Vice President of Wireline and Engineering

September 26, 2013



**Exhibit C**  
**Customer Bills**

Customer bills, redacted to preserve customer privacy, are attached.

**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.PO BOX  
COWEN WV 26206-1119**→ STATEMENT INFORMATION**

Statement:

Billing Date

09/25/13

Due Date:

10/15/13

Total Amount Due:

\$178.54

Amount Enclosed:

\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900002403170021130925000178540144

Please detach and return above portion with your payment

**SHENTEL®**

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

**STATEMENT SUMMARY****Statement Information**

Statement

Bill Date

09/25/13

Due Date

10/15/13

**Previous Charges**

Previous Bill Amount

\$203.26

Payments Received

\$203.26 cr

Balance Forward

\$0.00

**Current Charges**

Cable

\$94.19

Internet

\$45.99

Telephone

\$26.59

Taxes &amp; Surcharges

\$11.77

Total Current Charges

\$178.54

**Total Amount Due****\$178.54**

Any unpaid balance is subjected to a \$2 late charge on 10/16/13

**IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL®**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.





# Know what's below.

# Call before you dig.

## CABLE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	\$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	\$2.00
09/25/13-10/24/13	HD/DVR Converter 1st Box	1	\$16.95
09/25/13-10/24/13	Cable Bundle Discount	1	\$5.97 cr
09/25/13-10/24/13	Add'l HD/DVR Converter	1	\$9.95
09/25/13-10/24/13	Digital Essentials Cable	1	\$70.95
<b>Totals</b>			<b>\$94.19</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
State Sales Tax		\$5.66
FCC Regulatory Fee		\$0.09
Public Utility Comm Fee		\$0.01
Franchise Fee		\$0.01
<b>Totals</b>		<b>\$5.77</b>

[REDACTED] **Total** **\$99.96**

### LOCAL FRANCHISE AUTHORITIES

Webster County  
 2 Court Square  
 Webster Springs, WV 26288

WV0997

## INTERNET

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	\$49.95
09/25/13-10/24/13	Net Bundle Discount	1	\$3.96 cr
<b>Totals</b>			<b>\$45.99</b>

[REDACTED] **Total** **\$45.99**

## TELEPHONE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	\$5.00
09/25/13-10/24/13	LNP Surcharge	1	\$0.17
09/25/13-10/24/13	Local Only Phone	1	\$24.95
09/25/13-10/24/13	Phone Bundle Discount	1	\$3.97 cr
09/25/13-10/24/13	INTRASTATE INTERLATA NON-CALL	1	\$0.44
<b>Totals</b>			<b>\$26.59</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
State Sales Tax		\$0.21
Federal Excise Tax		\$0.71
Universal Service Fee		\$0.03
E-911 Fee		\$2.60
USF Surcharge		\$2.45

## TELEPHONE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>	
Taxes, Fees & Surcharges	Tax Amount
Description	

**Totals** **\$6.00**

[REDACTED] **Total** **\$32.59**

### Long Distance Detail [REDACTED]

Date	Time	To Number	Location	Min	Amount
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>
<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>	<span style="background-color: black; color: black;">[REDACTED]</span>

### Calling Plan [REDACTED]

Description	Amount
INTRASTATE INTERLATA NON-CALL PLAN TOLL AMOUNT	\$0.44

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**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.COON CREEK RD  
CAMDEN ON GAULEY WV 26208-9715**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/25/13
Due Date:	10/15/13
Total Amount Due:	\$90.32
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900002738310011130925000090320146

Please detach and return above portion with your payment

**SHENTEL®**

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

**STATEMENT SUMMARY****Statement Information**

Statement	
Bill Date	09/25/13
Due Date	10/15/13

**Previous Charges**

Previous Bill Amount	\$90.17
Payments Received	\$90.17 cr
Balance Forward	\$0.00

**Current Charges**

Internet	\$54.95
Telephone	\$28.90
Taxes & Surcharges	\$6.47
Total Current Charges	\$90.32

**Total Amount Due \$90.32**

Any unpaid balance is subjected to a \$2 late charge on 10/16/13

**IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL®**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*



Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

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#### Payment Policy

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#### The following are accepted methods of payment:

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

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#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

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#### Personal Telephone Service

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**Know what's below.  
Call 811 before you dig.**

### INTERNET

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	Premier 9 Mbps	1	\$64.95
09/25/13-10/24/13	Preferred Customer Credit	1	\$10.00 cr
<b>Totals</b>			<b>\$54.95</b>

**[REDACTED] Total \$54.95**

### TELEPHONE

Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	\$3.95
09/25/13-10/24/13	Local Phone	1	\$24.95
<b>Totals</b>			<b>\$28.90</b>

#### Taxes, Fees & Surcharges

Description	Tax Amount
LNP Surcharge	\$0.17
Federal Excise Tax	\$0.83
Universal Service Fee	\$0.03
State Sales Tax	\$0.39
E-911 Fee	\$2.60
USF Surcharge	\$2.45
<b>Totals</b>	<b>\$6.47</b>

**[REDACTED] Total \$35.37**



**Know what's below.**  
**Call 811 before you dig.**

**INTERNET**

 Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	Premier 9 Mbps	1	\$64.95
09/25/13-10/24/13	Preferred Customer Credit	1	\$10.00 cr
<b>Totals</b>			<b>\$54.95</b>

[REDACTED] **Total** **\$54.95**

**TELEPHONE**

 Service Charges for [REDACTED] Telephone: [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	EMTA Wired-Rent	1	\$3.95
09/25/13-10/24/13	Local Phone	1	\$24.95
<b>Totals</b>			<b>\$28.90</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
LNP Surcharge	\$0.17
Federal Excise Tax	\$0.83
Universal Service Fee	\$0.03
State Sales Tax	\$0.39
E-911 Fee	\$2.60
USF Surcharge	\$2.45
<b>Totals</b>	<b>\$6.47</b>

[REDACTED] **Total** **\$35.37**



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**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.MCCANN'S RUN RD  
JANE LEW WV 26378-8150**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/25/13
Due Date:	10/15/13
Total Amount Due:	\$782.67
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900002787410031130925000782670141

Please detach and return above portion with your payment

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Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pmCall: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com**STATEMENT SUMMARY****Statement Information**

Statement	
Bill Date	09/25/13
Due Date	10/15/13

**Previous Charges**

Previous Bill Amount	\$600.64
Payments Received	\$0.00
Balance Forward	\$600.64

**Current Charges**

Telephone	\$46.82
Internet	\$46.65
Cable	\$75.36
Taxes & Surcharges	\$13.20
Total Current Charges	\$182.03

**Total Amount Due \$782.67**

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Always connected to you

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#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

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BANK DRAFT:        See above  
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**Know what's below.**  
**Call 811 before you dig.**

**TELEPHONE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	Wireless EMTA-Rent	1	\$8.00
09/25/13-10/24/13	LNP Surcharge	1	\$0.17
09/25/13-10/24/13	Unlimited Phone	1	\$39.95
09/25/13-10/24/13	Phone Bundle Discount	1	\$3.30 cr
	Late Charge	1	\$2.00
<b>Totals</b>			<b>\$46.82</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
State Sales Tax		\$0.52
Federal Excise Tax		\$0.09
Universal Service Fee		\$0.03
E-911 Fee		\$1.75
USF Surcharge		\$3.92
<b>Totals</b>		<b>\$6.31</b>

**Total** [REDACTED] **\$53.13**

**INTERNET**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	\$49.95
09/25/13-10/24/13	Net Bundle Discount	1	\$3.30 cr
<b>Totals</b>			<b>\$46.65</b>

**Total** [REDACTED] **\$46.65**

**CABLE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	\$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	\$2.50
09/25/13-10/24/13	Cable Bundle Discount	1	\$7.30 cr
09/25/13-10/24/13	Add'l SD/HD Converter	2	\$11.90
09/25/13-10/24/13	Digital Essentials Cable	1	\$67.95
<b>Totals</b>			<b>\$75.36</b>

Taxes, Fees & Surcharges		
Description		Tax Amount
State Sales Tax		\$4.52
Franchise Fee		\$2.27
FCC Regulatory Fee		\$0.09
Public Utility Comm Fee		\$0.01
<b>Totals</b>		<b>\$6.89</b>

**Total** [REDACTED] **\$82.25**

**LOCAL FRANCHISE AUTHORITIES**

Lewis County  
 P.O. Box 466  
 Weston, WV 26452  
 (304) 269-8212

**CABLE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>	
Taxes, Fees & Surcharges	Tax Amount
WV1140	



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**Exhibit D**  
**Maps**

Maps are attached.

